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First Named
Inventor : Brent Magouirk et al.

JUN 19 2002

Appln. No. : 10/052,577

Technology Center 2100

Filed : January 18, 2002

Group Art Unit: 2171

For : CUSTOMER MANAGEMENT SYSTEM

Examiner: ---

Docket No.: S77.12-0002

INFORMATION DISCLOSURE STATEMENT

Commissioner for Patents
Washington, D.C. 20231

I HEREBY CERTIFY THAT THIS PAPER IS BEING
SENT BY U.S. MAIL, FIRST CLASS, TO THE
ASSISTANT COMMISSIONER FOR PATENTS,
WASHINGTON, D.C. 20231, THIS

11th DAY OF June, 2002.
Christopher L. Hale
PATENT ATTORNEY

Sir:

The patents or publications listed on the enclosed PTO Form-1449 are submitted pursuant to 37 C.F.R. § 1.97. Copies of the patents or publications cited are enclosed.

TIME OF FILING

The information disclosure statement is being filed with the application or within three months of the filing date of the application or date of entry into the national stage of an international application or before the mailing date of a first Office action on the merits, whichever event occurs last. In accordance with 37 C.F.R. § 1.97(b), no statement or fee is required.

METHOD OF PAYMENT

No fee is required.

Attached is a check in the amount of \$ _____. JUN 20 2002

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The Director is authorized to charge any fee deficiency required by this paper or credit any overpayment to Deposit Account No. 23-1123. A duplicate copy of this communication is enclosed.

Respectfully submitted,

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FORM PTO-1449		Atty. Docket No.: S77.12-0002	Appl. No.: 10/052,577
 <p>LIST OF PATENTS AND PUBLICATIONS FOR APPLICANT'S INFORMATION DISCLOSURE STATEMENT</p>		First Named Inventor:	
		Brent Magouirk et al.	
		Filing Date January 18, 2002	Group Art: 2171

U.S. PATENT DOCUMENTS

Examiner Initial	Document No.	Date	Name	Class	Sub Class	Filing Date If Appropriate
AA	5,283,865	02/01/94	Johnson	395	161	RECEIVED
AB	5,367,627	11/22/94	Johnson	395	161	
AC	5,493,490	02/20/96	Johnson	364	401	JUN 19 2002
AD	5,615,342	03/25/97	Johnson	395	227	Technology Center 2100
AE	5,625,776	04/29/97	Johnson	395	227	
AF	5,758,331	05/26/98	Johnson	705	412	
AG	6,067,525	05/23/00	Johnson et al.	705	10	
AH	6,141,658	10/31/00	Mehr et al.	707	7	
AI	6,169,979	01/02/01	Johnson	705	412	
AJ						
AK						

FOREIGN PATENT DOCUMENTS

		Document No.	Date	Country	Class	Sub Class	Translation Yes No
	AL						
	AM						
	AN						

OTHER ART (Including Author, Title, Date, Pertinent Pages, Etc.)

AO		RECEIVED
AP		JUN 20 2002
AQ		

EXAMINER: DATE CONSIDERED:

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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.